

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2019	2020	YOY%
Slidell, LA #693	\$16,942	\$34,841	105.7%
Houma, LA #706	\$21,064	\$39,121	85.7%
Covington, LA #610	\$30,135	\$54,056	79.4%
NO Cypress, LA #684	\$30,671	\$47,484	54.8%
Bronx, NY #523	\$52,344	\$79,748	52.4%
NO Veterans, LA #716	\$48,240	\$70,593	46.3%
Baton Rouge, LA #767	\$35,640	\$51,923	45.7%
Ann Arbor, MI #334	\$20,161	\$28,594	41.8%
Mobile, AL #560	\$35,933	\$49,623	38.1%
Fort Collins, CO #865	\$20,810	\$28,292	36.0%

District Sales Growth

District	Region	WTD%
Brian Pitre	Southeast	46.3%
Dustin Gasper	Northeast	16.6%
Eric Montes	Northeast	7.4%
John Chudzinski	Western	6.7%
Ali Elali	Northeast	6.6%
Dan Bessemer	Northeast	4.7%
Yuri Pena	Northeast	4.0%
Todd Bell	Western	3.4%
Nestor Rivera	Southeast	2.7%
Seneca Gray-Robinson	Southeast	2.4%

Birthday Sales Growth

Restaurant	2019	2020	WTD%
Frederick, MD #770	10.6%	23.8%	13.2%
Fairfax, VA #084	15.3%	28.1%	12.8%
Dublin, CA #322	20.9%	32.1%	11.1%
Torrance, CA #358	8.3%	19.0%	10.7%
Janesville, WI #728	9.4%	19.8%	10.4%
Cupertino, CA #786	27.8%	38.0%	10.2%
Vista, CA #784	6.3%	16.3%	10.0%
N. Richland Hills, TX #579	6.8%	16.4%	9.7%
Valley View, TX #580	8.4%	17.5%	9.1%
Laredo, TX #569	4.8%	13.1%	8.3%

Tesser Remodels Sales Growth

Restaurant	2019	2020	YOY%
Lafayette, LA #715	\$48,282	\$81,827	69.5%
Gulfport, MS #562	\$30,617	\$46,614	52.2%
Burnsville, MN #793	\$29,000	\$37,914	30.7%
Fairview Hts, MO #916	\$31,195	\$40,370	29.4%
Aurora, CO #710	\$37,257	\$46,688	25.3%
Attleboro, MA #464	\$35,594	\$43,534	22.3%
Grand Chute, WI #603	\$18,505	\$21,719	17.4%
S Detroit, MI #713	\$37,036	\$43,125	16.4%
Paducah, KY #113	\$33,318	\$38,735	16.3%
Arbor Walk, TX #586	\$34,963	\$40,609	16.1%

Diamond Pin Earner

The Southeast Region has yet another Diamond Pin Earner that they are excited to announce - congratulations to Victoria Ramos with Team #716! Victoria joined the Chuck E. family less than 1 year ago, and here she is already at the diamond level; we could not be more proud of all her accomplishments! She always serves her parties with a huge smile on her face and her main motto is 'communication is key.' You will always find Victoria taking time out of every party she hosts to play at least 1 game with the birthday star. Amazing job Victoria, keep up the good work!

~ Friendly staff! Victoria was amazing! She did everything and kept me informed and everything running smoothly. ~

~ We had a birthday party and our Party Server was absolutely awesome. Victoria was so attentive to our needs and so gracious. She made sure the party ran smoothly. ~

~ My host Victoria was amazing she helped us with everything, we can't wait to come back. Thanks so much! ~

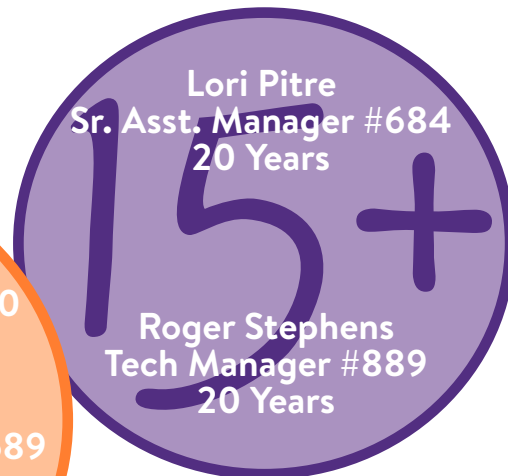
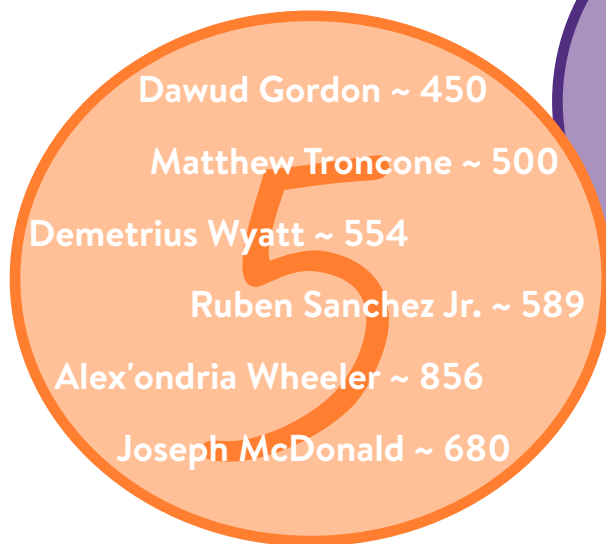


Southeast Region
Metairie, LA #716
RVP Bill Eich
DM Brian Pitre



MILESTONES-

- Reach and Achieve -

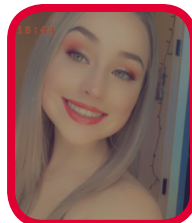


Angelina Alvarado

Team Modesto, CA #200

Wayne Casey, AD

~ My host was the best, she was amazing! She provided great guest service and made my son's birthday the best every. Thank you so much. ~

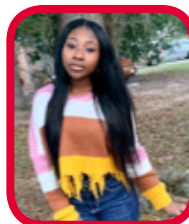


Izzy Duncan

Team Ocala, FL #780

Seneca Gray-Robinson, DM

~ Our hostess was phenomenal! She was super helpful and her product knowledge was impressive! ~



Ty'Aleah Farmer

Team Ocala, FL #780

Seneca Gray-Robinson, DM

~ The employees were wonderful and very helpful. Our Party Server Ty'Aleah was just wonderful and the games were fun. The kids had a blast. ~



Let's give a big round of applause for Seneca's team as they award their next Sapphire Pin earner, Chai Ponder! Chai has been with Team Chuck E. at our Ocala, FL location for 7 months now and is AMAZING! One of Chai's secrets to fun parties is keeping a smile on her face at all times. Great service with a friendly smile is always the way to go. Great job Chai, keep up the great work!

~ Chai was amazing! She was patient with our party and super friendly. She definitely deserves recognition. ~

~ Chai was very wonderful she was there every time we needed something. She made the day run very smooth and great for our daughter. ~



The Northeast Region has done it once again! Congratulations to Jacqueline Jovel with team Dulles #654 as she earns her Sapphire Pin! Jacqueline joined the Chuck E. family a little more than 1 year ago and loves everything Chuck E. She is always making sure all parties are running smoothly and mom knows everything that is going on so she can sit back and relax. Thank you for all you do Jacqueline, your Sapphire Pin is very much deserved!

~ It moved very smoothly and everything was covered. ~

~ Jacqueline was attentive, made my son feel very special. ~

~ I appreciated that everything was ready when we got there. Our attendant, Jacqueline, was excellent! Overall, a very fun and organized party. ~



DEAR CHUCK E...

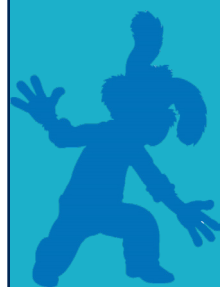
- You're the BEST! -

I have six grandkids and frequent this location weekly. The Manager Carey is EXCELLENT! He is friendly, welcoming, and provides premier guest service. He is always on the floor helping guests. The machines are always working correctly which he is always checking on. You have a gem in Carey, we love our location.

Pompano Beach, FL #789
~ Carey, Tech Manager ~
Peter Panunzi, AD

The young woman Lataija who was at the counter this afternoon in Columbus, GA was amazing! She went above & beyond to make our experience enjoyable. She interacted with my son and was such a joy. We will be back because of her.

Columbus, GA #869
~ Lataija, Cashier ~
Nestor Rivera, DM



Southeast Region
RVP Bill Eich



I just wanted to write a review about my visit today. I went there with my 3 boys and they had a blast. We were welcomed by a young man. He had a lot of energy which was nice since when we normally come that hasn't happened. As the boys were claiming their prize, a young lady helped them and was very kind and went out of her way to help my older son who's very shy. We had a great experience today and I just wanted to let you know of their positive attitude, it did not go unnoticed.

Attleboro, MA #464
~ Rick Balboni, AD ~

I would like to compliment the staff at the Long Island City location for their fantastic guest service at our recent visit. For my son's birthday, all he wanted to do was go to Chuck E. Cheese. While we couldn't afford an entire party, I told him we could bring one friend for an afternoon of play. We had only been to Chuck E. Cheese once before so I was unaware of exactly how all the perks/tickets/card swipes/etc all worked. Your staff at this location was extremely patient with me and my family as well as helping accommodate our needs over a misunderstanding I had with your app. They helped reassure that we would enjoy our time there and that my son would have a memorable day. Please thank your staff there for their kindness, specifically Brianna at the entrance for their help and time in what I can only assume is at times a very chaotic environment. I would also like to commend the woman at the prize counter for her extreme patience with my son and his friend as they took their time making their decisions on how to redeem their tickets.



Northeast Region
RVP Chris Kelly

Queens, NY #513
~ Brianna, Cast Member ~
Daniel De Los Santos, DM

I came in tonight with my family and Dayvid was our cashier. He was so friendly and helpful! He made us feel welcomed and important. He gave us different options available for pizza and playtime. This location should recognize him as an important member to Chuck E. Cheese, he has great guest service is a reason why my family and I will return to this location.

Ladera Heights, CA #367
~ Dayvid, Cashier ~
Tim Kerum, AD

We had my daughter's birthday party today at the Chuck E. Cheese on Sports Arena Blvd in San Diego, CA. I wanted to take a minute to commend our Party Server, Jessica. I forgot to add a note on my survey to give her a proper thanks, but she did a wonderful job. The party was seamless, and we plan on booking there again in the future. Thank you!

San Diego, CA #441
~ Jessica, Party Server ~
Tim Kerum, AD

Recently I took my 7 year old daughter to your Burlington, WA location and we had a blast! I had not been to a Chuck E. Cheese in years and was actually not too thrilled when she chose to go for our girls day out, but both of us had such a great time. She loved all the games choices and seeing how many tickets she could win. I have to say, it looked better quality than I remember it so we will definitely bring our appetite next time. Thanks for providing such a wonderful end to our girls day out.

Burlington, WA #338
~ Tony Reynolds, DM ~



Western Region
RVP Jim Brawley

THE MORE YOU KNOW...

Marketing

Spring Break Offer

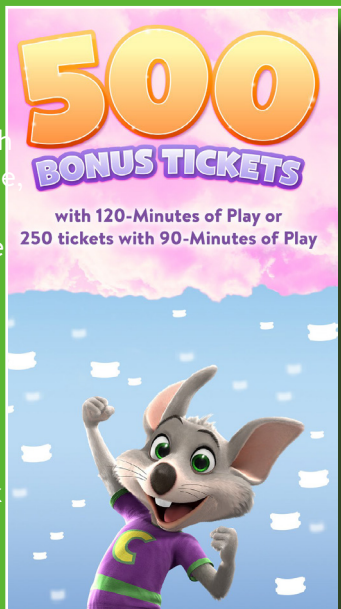
For many areas, spring break starts this week! In an effort to cash in on as much traffic as possible, we have got an amazing Spring Break deal ready to launch in all markets.

Dates: Monday, 3/9 - Sunday, 4/26

Offer: 250 free tickets with a 90 minute AYCP purchase, or 500 free tickets with a 120 minute AYCP purchase

Details: Offer is only available on select AYCP packages. Voucher will be printed when a guest meets the requirements for either of these offers on their check. Promotion will be communicated through national media on Kids TV, Moms Online Video, Emails, Social Media, and website.

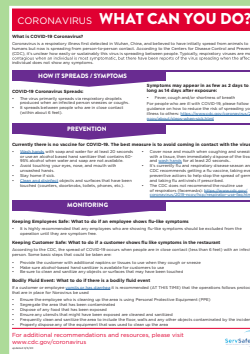
For further details regarding this promotion, please reach out to marketing@cecentertainment.com



Risk Management

Sanitation:

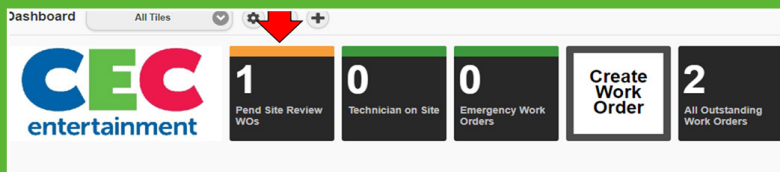
In this week's mail from the Support Center, posters are being sent out to all restaurants regarding the spread of germs and the Coronavirus. When received, please place in your BOH for all Cast Members and Managers to see.



Facilities

Work Order Tips

- When a work order is complete, it will show in Verisae on the 'pend site review' tile.
- Take time to rate your vendors and give feedback! This lets them know when they are doing a good job, as well as letting them know how they can improve.



Audit

TIP OF THE WEEK

Breaks

Breaks must comply with company policy and/or state law - whichever is more strict. Questions? Contact your Regional HR Manager for further details regarding your restaurant policies.



Marketing

Marketing POP Shipment

By now everyone should have received the special Marketing POP Material shipment in their restaurants. When you receive this large box labeled: 'CEC Project E Kits' Please put away in a safe place until further instructions have been communicated.

If you have any further quesitons, please reach out to marketing@cecentertainment.com



Operations

Sunday, March 8th is Daylight Savings!

Don't forget to set your clocks forward 1 hour!

This is a good opportunity to remind all Cast Members and booked parties about the time change prior to Sunday morning.



CAREER GROWTH OPPORTUNITIES

General Manager

Birmingham, AL	330	Escondido, CA	788
Tuscaloosa, AL	803	Boynton Beach, FL	781
Rogers, AR	669	Topeka, KS	961
Laguna Hills, CA	378	Rapid City, SD	861
Costa Mesa, CA	421		

Tech Manager

Monrovia, CA	390	Danvers, MA	478
Cupertino, CA	786	Middletown, NJ	480
Escondido, CA	788	Charlotte, NC	039
Littleton, CO	115	Vancouver, WA	333
Towson, MD	775	Greenbay, WI	319
Springfield, MA	476	Madison, WI	604



peter
piper
pizza

Peter Piper Pizza

Williams Field, AZ #1225
Chandler, AZ #1216
Foothills, AZ #1288

Tech Manager
Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

